

## Consult 18: Multidisciplinary Consultancy Services Service Level Agreement (SLA)

### Framework details

Title: Consult 18: Multidisciplinary Consultancy Services

Reference: [REDACTED]

Framework Duration: 3 July 2018

Framework End Date: 2<sup>nd</sup> July 2022

NHS SBS Contacts: [REDACTED]

### Service level agreement details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

Period of the Service Level Agreement (SLA)	Effective Date	14/12/20	Expiry Date	25/2/21
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Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

### Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	South Central and West Commissioning Support Unit
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Managing Director
Contact Details email	[REDACTED]
Address of Supplier	South Plaza Marlborough Street, Bristol BS1 3NX
Signature of Authorised Signatory	[REDACTED]
Date of Signature	14/12/20

### Customer SLA Signature panel

The "Customer"	
Name of Customer	National Institute for Health and Care Excellence (NICE)
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Director of Finance Strategy and Transformation
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Level 1A City Tower, Piccadilly Gardens, Manchester M1 4BT
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	[REDACTED]

**PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:**



## Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
5. Service Requirements
  - A Services Provided**
  - B Business Hours**
  - C DBS Check**
  - D Price/Rates**
  - E Sub-Contracting**
  - F Management Information**
  - G Invoicing**
  - H Complaints/Escalation Procedure**
  - I Audit Process**
  - J Termination**
6. Other Requirements
  - a. Variation to Standard Specification
  - b. Other Specific Requirements

## 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between SCW CSU and NICE for the provision of Multidisciplinary Consultancy Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Consult 18: Multidisciplinary Consultancy Services covered as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

## 2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent Consult 18: Multidisciplinary Consultancy Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Multidisciplinary Consultancy Services provision between the Supplier and Customer.

The **objectives** of this Agreement are to produce:

NICE Requirement	SCW SCU Deliverable
A high-level report on NICE's organisation design, setting out the current alignment of functions within each centre and directorate. This will look at the high-level configuration of functions in terms of fit and breadth.	<ul style="list-style-type: none"><li>• Function and systems intelligence analysis – fit and breadth</li><li>• Clarity of the balance of systems, culture, people and work for a future-fit organisation</li><li>• Assessment of key information to be drawn from the Strategic Plan</li><li>• Gap analysis to inform options paper (item 3 below)</li><li>• Collation of our previous knowledge and experience of organisational design projects</li></ul>
Benchmarking analysis – to help us understand how NICE's current organisation design compares with peer	<ul style="list-style-type: none"><li>• Benchmark study to compare with peer organisation processes and systems</li><li>• Identification of aspirational and breakthrough</li></ul>

organisations and best practice from relevant organisations carrying out equivalent roles. It may be necessary to look at international benchmarks to achieve this.	options aligned to strategy • Recommendations for implementation (deployment)
A set of options for building on NICE's organisation design, to support the delivery of NICE's strategic plan and to help 'future proof' the organisation, without destabilising the way the organisation currently operates.	<ul style="list-style-type: none"> <li>• Alignment of outputs from 1 and 2 above to inform future-proofed organisation design</li> <li>• Definition of the case for change</li> <li>• A report that details organisational design options to be iterated and revised by mutual agreement</li> <li>• Leverage recommendations from benchmark study</li> <li>• Applied learning from SCW based on work with other clients</li> <li>• Pilot or test sessions to engage design options</li> <li>• Recommendations for communication</li> </ul>
A high-level impact assessment – of the potential risks, dependencies, considerations and impacts of implementing the recommendations identified including the potential impact on equality, diversity and inclusion	<ul style="list-style-type: none"> <li>• Clarity of leadership measures aligned to stakeholder review, external influencers (e.g. NHS people plan) built into a leadership scorecard that measures lead and lag indicators of success</li> <li>• Recommendations for communication and consultation</li> <li>• Impact assessment linked to systems and EDI</li> </ul>

### 3. Stakeholders

The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-day management of the Agreement and the delivery of the service. If different from the Authorised Signatory details listed on page 1 of this Agreement, please provide the names of the **primary stakeholders** associated with this SLA.

#### Multidisciplinary Consultancy Services Supplier Contact:

[REDACTED],  
Head of Organisational Design

#### Multidisciplinary Consultancy Services Customer Contact:

[REDACTED]  
Acting Programme Director – Transformation  
Finance, Strategy and Transformation Directorate  
National Institute for Health and Care Excellence  
Level 1A, City Tower, Piccadilly Plaza, Manchester. M1 4BT

#### Multidisciplinary Consultancy Services Customer Contact:

[REDACTED]  
Associate Director – Human Resources  
Finance, Strategy and Transformation Directorate  
National Institute for Health and Care Excellence  
Level 1A, City Tower, Piccadilly Plaza, Manchester. M1 4BT

#### 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed. Review meetings will be held fortnightly for progress reporting.

#### 5. Service Requirements

##### A. Services Provided

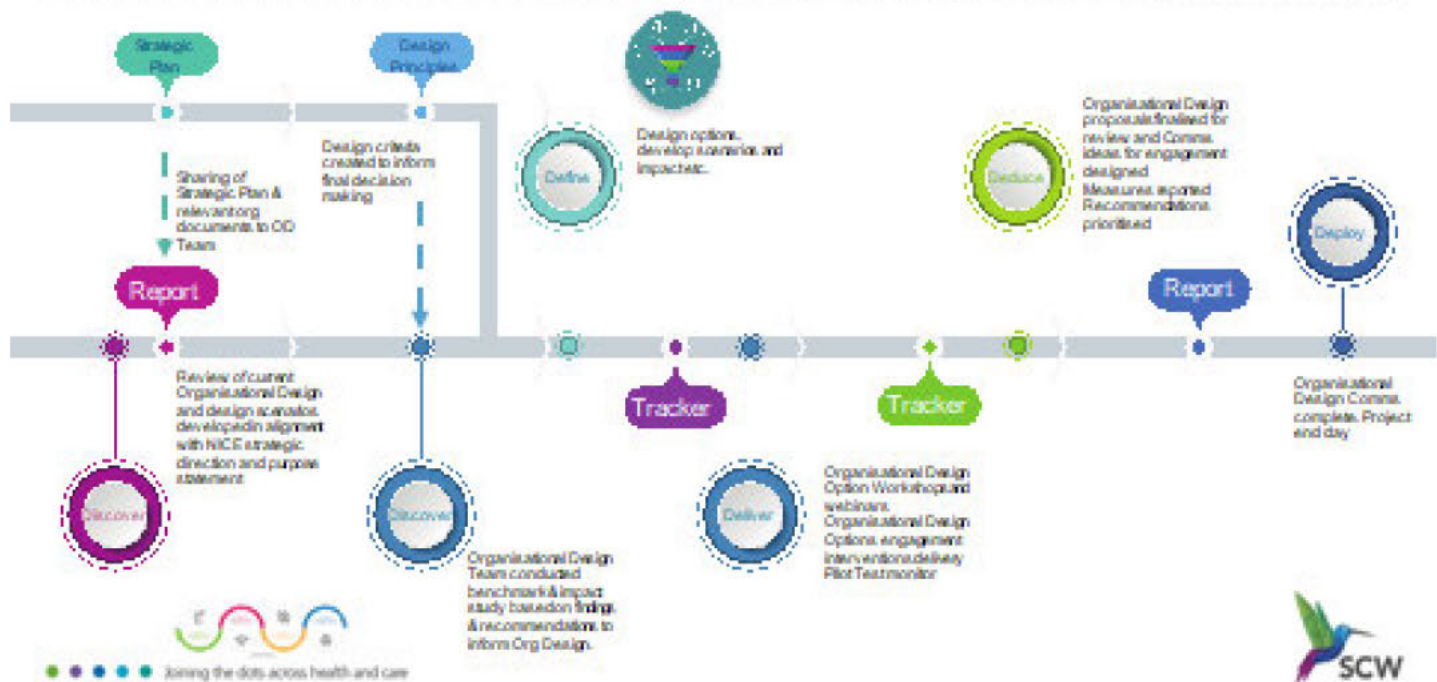
Please detail the service(s) that will be provided by the Supplier to the Customer

- |  |
|--|
| <ul style="list-style-type: none"><li>• Function and systems intelligence analysis – fit and breadth</li><li>• Clarity of the balance of systems, culture, people and work for a future-fit organisation</li><li>• Assessment of key information to be drawn from the strategic plan and other relevant strategic documents</li><li>• Gap analysis to inform options paper (item 3 below)</li><li>• Collation of our previous knowledge and experience of organisational design projects</li></ul>                                 |
| <ul style="list-style-type: none"><li>• Benchmark study to compare with peer organisation processes and systems</li><li>• Identification of aspirational and breakthrough options aligned to strategy</li><li>• Recommendations for implementation (deployment)</li></ul>  |
| <ul style="list-style-type: none"><li>• Alignment of outputs from 1 and 2 above to inform future-proofed organisation design</li><li>• Definition of the case for change</li><li>• A report that details organisational design options to be iterated and revised by mutual agreement</li><li>• Leverage recommendations from benchmark study</li><li>• Applied learning from SCW based on work with other clients</li><li>• Pilot or test sessions to engage design options</li><li>• Recommendations for communication</li></ul> |
| <ul style="list-style-type: none"><li>• Clarity of leadership measures aligned to stakeholder review, external influencers (e.g. NHS people plan) built into a leadership scorecard that measures lead and lag indicators of success</li><li>• Recommendations for communication and consultation</li><li>• Impact assessment linked to systems and EDI</li></ul>  |

Following a timeline of:



## NICE Organisation Design Timeline



### B. Business Hours

Suppliers are required to provide and operate a single point of contact through which the Customer can contact the Supplier

		, Head of OD
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### C. DBS

The Customer should detail the level of DBS check requirement

Not Applicable
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### D. Price/Rates

Grade of consultant	Grade	Time proposed (days)	Grade of consultant	Total
Consulting OD Partner				
Lead Senior OD Consultant				
Senior OD Consultant			£675	
OD Consultant				
Project Manager				
Project Support				
Provision for sundries, materials, tools	N/A	N/A	N/A	
<b>TOTALS</b>	<b>N/A</b>	<b>72</b>		<b>£62,544</b>
To include the ability to flex the proposed number of days included in the tender submission between the consulting OD partner, the lead senior OD consultant and the senior OD consultant, so long as this does not increase the total value figure by greater than 10%				

### E. Sub-contracting

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this SLA.

Please provide details of who you will be subcontracting to  
None

### F. Management Information (MI)

Suppliers should provide Management Information as standard on a monthly basis. Customers should detail any additional management information required and the frequency of provision here.

Reports as covered under the organisational design framework//deliver section of the tender submission (slide 18) with the option to iterate / revise by mutual agreement.

Progress reports to be mutually agreed but with a minimum of fortnightly formal reporting to the Director Finance, Strategy and Transformation.

### G. Invoicing

Please detail any specific invoicing requirements here

Invoicing upon acceptance of Final report

Invoices to be sent to  
T53 Payables 4545  
Phoenix House  
Topcliffe Lane  
Wakefield  
West Yorkshire  
WF3 1WE  
Clearly quoting the contract reference

### H. Complaints/Escalation Procedure

The standard procedure is detailed below

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for the Customer, the issue should be escalated to NHS SBS. NHS SBS will then attempt to resolve the issue to the satisfaction of the Customer. Should this approach not result in a satisfactory outcome, the Customer may decide to terminate the Service Level Agreement.

### I. Audit Process

Please detail any Customer audit requirements

Customer does not wish to conduct an onsite audit.

### J. Termination

The standard procedure is detailed below

Persistent failure by the Contractor to meet the agreed service levels as specified within the SLA may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service

Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue. Should suitable resolution not be achieved, the Customer will be allowed to terminate the SLA immediately.

## 6. Other Requirements

Please list and agree the key requirements of the service

To produce the final report for inclusion in the NICE Board meeting of 25<sup>th</sup> February 2021.

To achieve this, we need to mutually agree how best to present the report recommendations to the Board. We also need to mutually agree how the report recommendations are approved and final work signed off.

**A. Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

None as of date of agreement

**B. Other Specific Requirements**

Please list any agreed other agreed requirements

None



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